

DDA

ODP-0-1334

06 OCT 1980

MEMORANDUM FOR: Deputy Director for Administration STATINTL
FROM: [REDACTED]
Acting Director of Data Processing
SUBJECT: Computer Downtime and the DDO
REFERENCE: Your memo. dtd. 29 Sep. 80, (DDA 80-2154)

Don:

1. John McMahon's statement concerning downtime refers to the STAR (Special Trace and Retrieval) system which we operate in the Special Center. This is an online file of biographical references. Although we have had some problems with availability on STAR in recent weeks, I can find no data to support his claim of 75 percent increase in downtime.

2. More importantly, however, his correlation of STAR downtime with having too many manufacturer's equipment in the installation cannot be substantiated by an examination of our data. During the first three months of CY 1980 (when our STAR problems were most serious and availability was down to 94 percent) downtime associated with STAR applications software, JES (operating system) software, and operating procedures was higher in each case than that attributable to either IBM or Telex equipment.

3. FY-80 was a year in which many hardware and software changes were made. Availability suffered as a result, but it is back up to a level (over 97 percent) which we have come to expect on STAR. In fact, for the 90-day period ending 28 September 1980, STAR availability was 97.26 percent.

STATINTL